



Homeland
Security

U.S. COAST GUARD

Sector Upper

Mississippi River



Marine Safety Information Bulletin #04-07

This bulletin is used purely for informational purposes to assist the maritime community within the Sector Upper Mississippi River Area of Responsibility. Its purpose is to advise relevant parties of emerging information & situations that may impact our Marine Transportation System as well as facilitates cooperation among the involved parties regarding actions that we may be taking and/or that you may need to employ in the interest of safety/security.

OPENING OF REGIONAL EXAM CENTER (REC) REMOTE CUSTOMER ASSISTANCE OFFICE IN KANSAS CITY, MO

May 10, 2007

In an attempt to reduce time and travel costs for mariners in the Kansas City area, the Regional Examination Center (REC) in St. Louis, MO announces the opening of a Remote Customer Assistance Office in Kansas City, MO. This new office is co-located with the Coast Guard Recruiting Office Kansas City located at 6228 NW Barry Road and I-29 in Kansas City, MO. The Remote Customer Assistance office is open on the second Wednesday and third Thursday of each month to assist mariners with obtaining a new or renewed merchant mariner credential.

While this customer assistance office does not provide full service REC functions, it does provide the following functions for each applicant:

- 1) ensure that all applications are acceptable;
- 2) complete the citizenship verification process for each application; and,
- 3) complete all fingerprint requirements for each application.

Upon completion of initial application, the remote customer assistance office sends the package to REC St. Louis for resolution of the document, license, or endorsement. The applicant is then notified of the resolution of his or her application and in many cases the entire credential process can be completed without the applicant leaving Kansas City.

The Kansas City REC Remote Customer Assistance Office operates by appointment only, which may be made during normal business hours, Monday through Friday. For appointments or more information, call REC, St. Louis, MO: (314) 269-2504

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